

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**DHS TELECOMMUNICATIONS COORDINATOR**

**I. INTRODUCTION**

Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to the single position of DHS Telecommunications Coordinator in the Division of Enterprise Services in the Department of Health Services (DHS). This classification specification is not intended to identify every duty which may be assigned to this position, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

**II. DEFINITION**

**DHS TELECOMMUNICATIONS COORDINATOR**

The single position allocated to this classification is responsible for coordinating the delivery of voice telecommunications services for the Department of Health Services; developing, integrating, administering, and directing the delivery of all analog and digital voice telecommunications services for the Department including all divisions, regional, and district offices as well as all mental health and developmentally disabled institutions; administering telecommunication services such as Centrex, 1MB, ISDN (BRI & PRI), T1, 800, and 900 services, and voicemail; administering Interactive Voice Response (IVR), Automatic Call Distribution (ACD), Computer Telephony Integration (CTI), Private Branch Exchange (PBX), Automated Attendant, and Digital Key Systems; participating in the development and implementation of departmental policies and procedures on telecommunications; making decisions on new technology equipment as a member of a project team; developing funding analyses and justifications for the department's biennial budgets and related IT planning; administering the videoconferencing network, payphone contracts, cellular service, and equipment; and directing day-to-day provision of telephone service and equipment to all department locations interfacing with telephone companies and vendors.

**III. QUALIFICATIONS**

The qualifications required for this position will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification was created as a result of the Professional Program Support Survey which was implemented effective February 14, 1999 and announced in Bulletin CLR/SC-96. This position was formerly classified as an Administrative Officer. The classification was abolished and recreated effective January 17, 2010 and announced in Bulletin OSER-0253-CLR/SC to accommodate the renaming of the Department of Health and Family Services to the Department of Health Services and the renaming of bureaus and divisions within the department.

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